

Questions & Answers
RFP - DBM 2001-1 TRAVEL
April 25, 2000

1. Request a breakdown on the annual transactions (7400).

- a. Domestic vs. International – 93% to 95% is domestic.
- b. Ticket issuance – 7460 actual figure
- c. Tickets refunded – 155
- d. Voided tickets – no information
- e. Exchanges – no information

2. Request airline usage summary including domestic and international breakdown.

Schedule E does not include refunds. The figures in the RFP were the most up-to-date at the time it was prepared. See Airline Validation for Calendar Year 1999, these are the most current figures. Please use these figures in determining potential volume for the contract.

3. Is Southwest considered and ARC transaction.

Yes.

4. Are electronic invoices acceptable? (2.3.2.a.11, Page9)

Electronic invoices/itineraries are acceptable as long as the traveler and the travel coordinator each receive a copy. However, please take into consideration that not all State agencies will have access to e-mail.

5. Are there approved internal numbers that correspond to the 125 State agencies.

The number of 125 is actually the number of American Express accounts issued to the State of Maryland. Our preference would be for reports to be in order by agency name, however, if that is not possible a number system can be agreed to prior to start-up of contact.

6. What are acceptable notification methods to notify passengers of schedule and fare changes.

Any method of notification will be acceptable as long as passenger can get the message. Not all passengers will have access to e-mail.

7. Can the latest reservation technology (Focalpoint.Net) be employed to comply with contract requirement to provide a computer terminal for the State Management Office or is it mandatory to also provide the hardware.

Yes, alternate reservation technology would be acceptable, however, contractor will be responsible for all necessary support of any equipment and training the State Travel Management Office staff in the use of the program.

Questions & Answers, Continued
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8. The RFP schedule indicates that the selection of the new contractor will be made during June 2000 with an anticipated start date of July 1, 2000. In order to comply with the required implementation requirements, with the State be somewhat flexible with the start date.

The State will try to make all accommodations necessary to insure a smooth and orderly transition. A schedule adjustment may be considered.

9. Request further clarification an Attachment "G".

- a. No column for car/hotel daily rate.
Daily rate is not needed – total \$ will be sufficient.
- b. Do the number have to roll up to the TTD \$'s?
Yes.

10. In attachment A (sample contract), item 12 (termination for cause), you indicate that upon termination with cause the State will pay the contractor fair and equitable compensation for services provided prior to notice of cancellation 'LESS THE AMOUNT OF DAMAGES CAUSED BY THE CONTRACTOR'S BREACH'. Please further explain what these types of damages might be and related costs associated with them?

Associated costs to re-bid the contract and additional or increased service fees, if any charged by new vendor as a result of rebidding.

11. Please provide a breakdown of gross annual car and hotel purchases by the State.

\$126,354.26 Total car rental reservations and \$81,129.53 total hotel reservations for calendar year 1999.

12. Should the State find that all bidders' proposals are excessively high in cost, will or Can the State "piggy back" any other existing state agency travel management contracts.

The Travel Management Office will make that determination once all proposals are reviewed and evaluated by the Selection Committee.

**State of Maryland
Airline Validation
Calendar Year 1999**

<u>Airline</u>	<u>Amount Billed</u>	<u># Of Tickets</u>
Air Canada	\$ 35,335	90
Air France	\$ 1,384	2
Airtran	\$ 84	1
Alaska Airlines	\$ 4,981	8
America West	\$100,308	263
American Airlines	\$161,078	288
British Airways	\$ 78,288	38
British Midland	\$ 260	1
Canadian Airlines	\$ 3,076	2
Continental Airlines	\$150,724	433
Delta Airlines	\$348,697	1,041
Eva Air	\$ 14,037	3
Frontier	\$ 18,018	36
Ghana Airways	\$ 1,275	1
Haiti Trans Air	\$ 153	1
Iceland Air	\$ 22,625	10
Lufthansa	\$ 11,379	15
Midway Airlines	\$ 669	2
Midwest Express	\$ 2,386	9
Northwest Airlines	\$158,627	412
Reno Air	\$ 221	2
Royal Air	\$ 1,444	1
Scandinavian Airlines	\$ 17,316	5
Southwest	\$133,188	573
TWA	\$124,785	371
United Airlines	\$374,136	725
US Airways	\$721,147	2,374
Varig	\$ 1,688	4
Virgin Atlantic	\$ 376	1
<u>AMTRAK</u>	<u>\$ 89,072</u>	<u>593</u>
TOTAL	\$2,576,757	7,305